



WELCOME TO THE 4TH ANNUAL
IDAHO INTEGRATED BEHAVIORAL HEALTH NETWORK
CONFERENCE

Building Resilience for You & Your Team

How you and your operational unit can become more Resilient

Chaplain Bill Lotz, D.Min., CCISM

May 6, 2021

Disclosure

Workshop Description

First Responders use Personal Protective Equipment (PPE) to protect themselves from dangerous substances – smoke, chemicals, bloodborne pathogens, viruses.

One of the most dangerous things first responders encounter is stress. Exposure is repeated regularly and can be prolonged at times. What if there was PPE for Stress?

Resilience can be thought of as Stress PPE. It will help you build resistance to stress and protect you from the damage of repeated exposure.

This workshop will help you understand the stress response and help you to learn how to develop stress resilience.



Learning Objectives

1. Gain an understanding of the biochemical stress response
2. Learn the symptoms of stress and identify your own stress response
3. Learn the definition of resilience
4. Learn the five factors of resilient people and how to develop resilience on your own

What is Stress?



It is Common

- “You will probably die from a stress-related disease if you are not involved in an accident.” U.S. Surgeon General

It is a Biochemical RESPONSE

- To a “STRESSOR”
 - Environmental (something in our surroundings)
 - Psychosocial (No, this is not another term for firefighters)
 - Personality (also known as “Intrapersonal” stressor)
 - Event (may include any or all the above)

The BIOLOGICAL basis of human stress

Triune Brain – three parts at work

- Neocortex (including the pre-frontal cortex)
 - Interpretation of experience – (threatening, punishing, rewarding)
 - It activates the limbic system
- Limbic System (Hippocampus, Amygdala)
 - Emotional control center
 - Amygdala – fear, anger, aggression (fight-flight)
- Brain Stem (heartbeat, respiration, vasomotor activity)

Stress is Biochemical

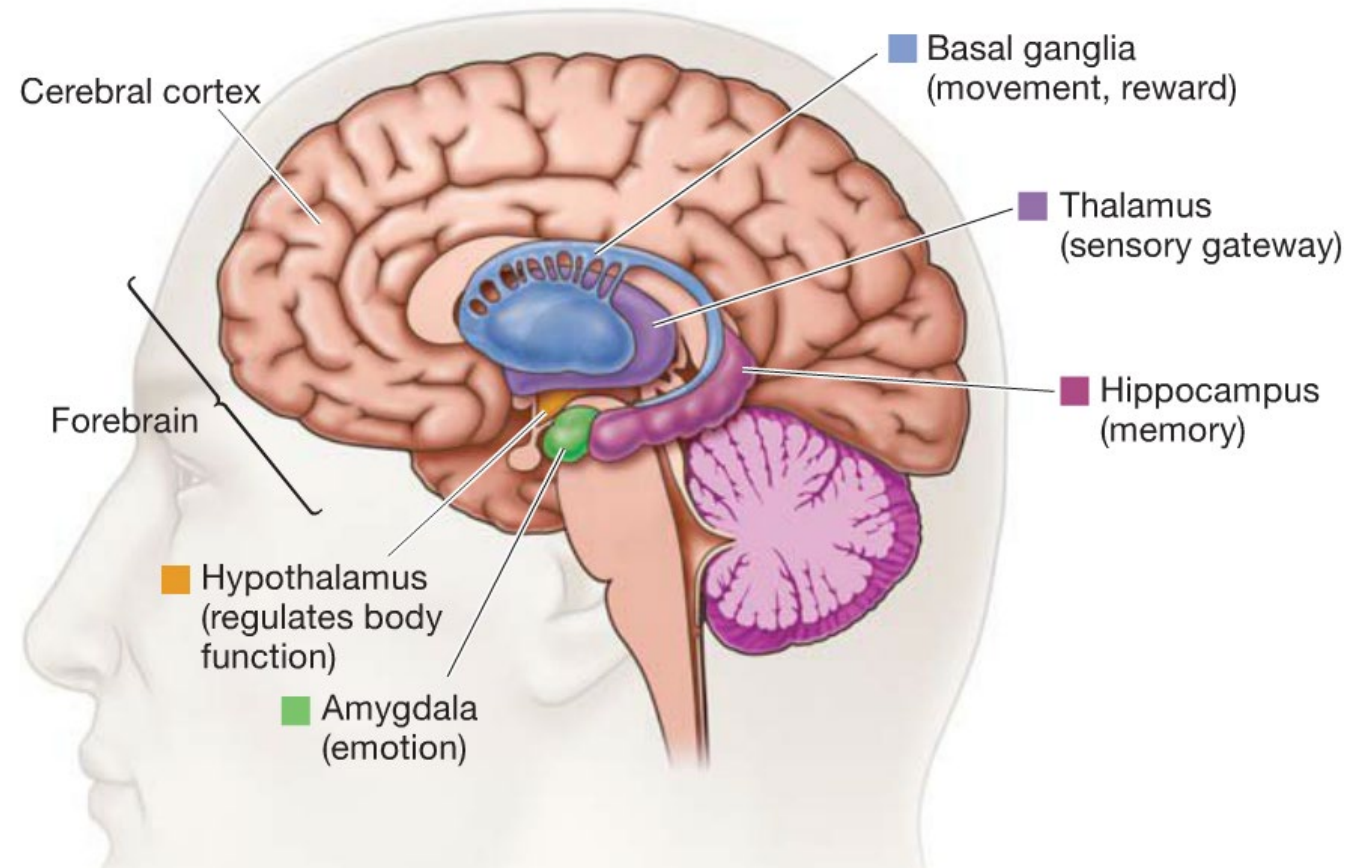
Cortex

Limbic System

Hypothalamus

Adrenal Gland

Biochemical Response



The Brain's Biochemical Response

When the Limbic System initiates the stress response as a result of a STRESSOR...

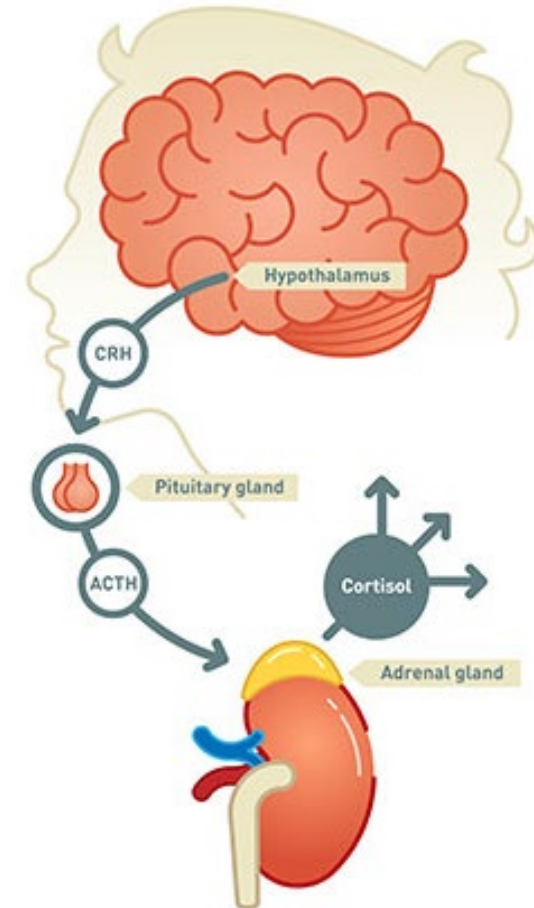
Adrenal Gland goes to work excreting Catecholamines like Adrenaline, Noradrenaline, Epinephrine & Norepinephrine and Dopamine.

Pituitary excretes Adrenocorticotrophic Hormone (ACTH)

Cortisol levels increase rapidly

Rapid increase of Cholesterol and Triglyceride levels

Liver produces massive amounts of Glucose (10x)



All of this to say:

Stress is *not emotional instability* – it is a normal biochemical response that affects us:

- Physically
- Cognitively
- Emotionally
- Behaviorally
- Spiritually

Common Stress Reactions

PHYSICAL	COGNITIVE	EMOTIONAL	BEHAVIORAL	SPIRITUAL
Chest pain* Chills Diarrhea Difficulty breathing* Disorientation Dizziness Elevated blood pressure* Equilibrium problems Fainting* Fatigue Grinding of teeth Headaches Insomnia Lower back pains Muscle tremors Nausea Neck and shoulder pains Nightmares Profuse sweating Rapid heart rate* Shock symptoms* Stomach problems Thirst Twitches Uncoordinated feeling Visual difficulties Vomiting Weakness	Blaming someone Confusion Difficulty identifying familiar objects or people Disturbed thinking Flashbacks Heightened or lowered alertness Hypervigilance Impaired thinking Increased or decreased awareness of surroundings Intrusive images Loss of time, place, or person orientation Memory problems Nightmares Overly critical of others Overly sensitive Poor abstract thinking Poor attention Poor concentration Poor decisions Poor problem solving	Abandonment Agitation Anger Anxiety Apprehension Denial Depression Emotional shock Excessive worry Fear Feeling helpless about life Feeling hopeless Feeling overwhelmed Flat affect—numbness Grief Guilt Inappropriate emotional response or lack of it Intense anger Irritability Loss of emotional control Phobias Rage Resentment Severe panic* (rare) Uncertainty	Alcohol consumption Antisocial acts* Avoiding thoughts, feelings or situations related to the event Changes in activity Changes in sexual functioning Changes in speech patterns Changes in usual communications Emotional outbursts Erratic movements Hyper-alert to environment Inability to relax Inability to rest Loss or increase in appetite Nonspecific bodily complaints Pacing Silence Startle reflex intensified Suspiciousness Withdrawal	Acceptance or rejection of Providence Alienation Anger directed to God Awareness of the holy Changes in religious observances Confusion regarding God Deepened spiritual awareness Emphasis on religious rites Hyper-repentance Imposed gratefulness Increased emphasis on religion Isolation Renewed search for meaning Sense of abandonment Sense of betrayal Sense of communion Sense of meaninglessness Sense of vocation in creation and providence

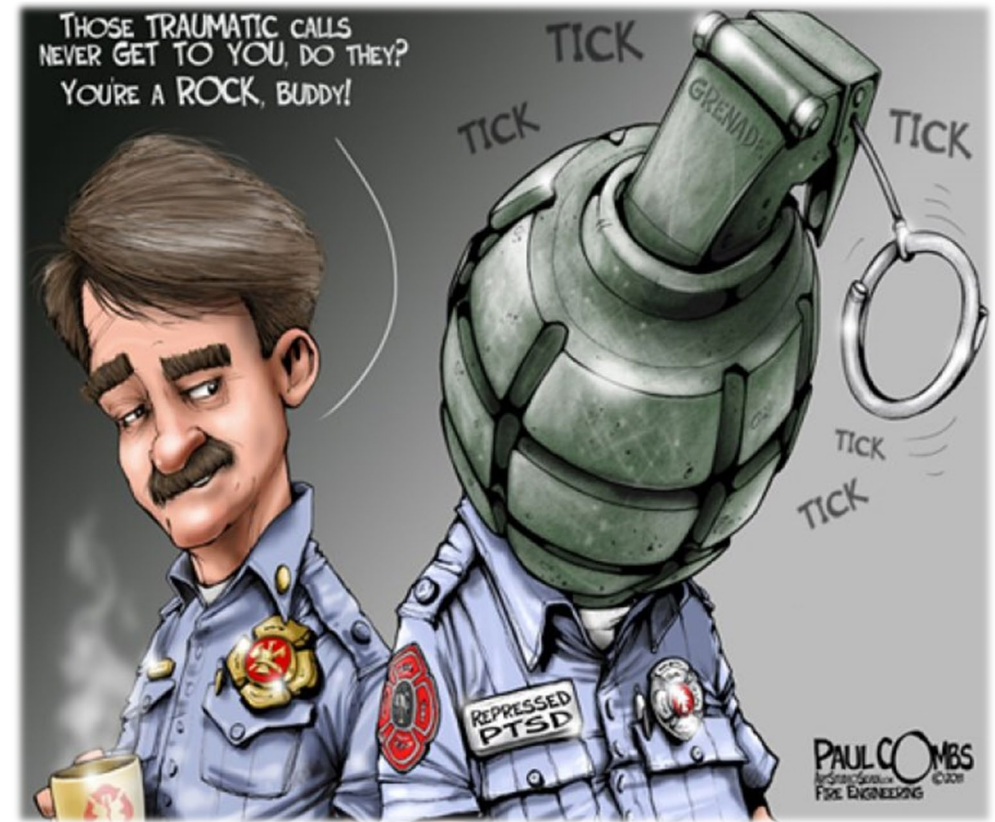
*Requires immediate medical intervention

Exercise

What does YOUR STRESS REACTION look like?

List at least five stress reactions you have experienced before.

If you need help, ask someone who knows you!



What to DO About Stress

React & Respond

- Debriefings, Defusings, Peer Support, etc.

Vaccinate – Be Proactive - Prepare

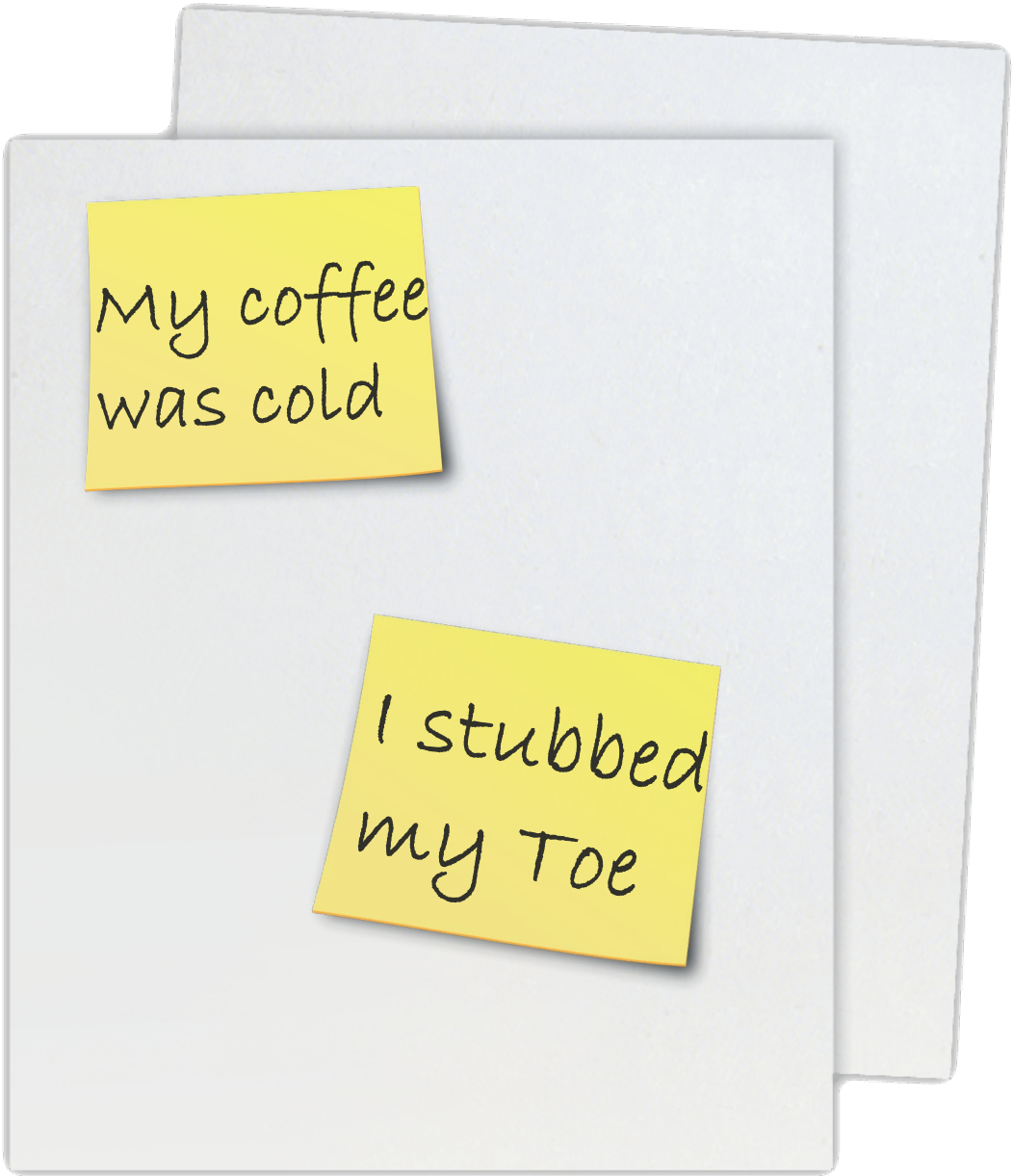
- Resilience
 - Resistance
 - Resilience
 - Recovery

A Study of Workplace Stress Found...

“To our surprise, we found that what caused people to become distressed, suffering physical illnesses, psychological burnout, depression, low job satisfaction, the desire to change jobs, and even the inclination to behave dishonestly was less the workplace itself than how one’s attitudes interacted with conditions within the workplace.”

George Everly – from a study of workplace resilience began in 1989 and reported in the book “Stronger: Develop the Resilience you Need to Succeed” 2016.

Jot down a couple of
the most difficult
or traumatic issues
for you over the last
6-12 months...



My coffee
was cold

I stubbed
my Toe

Personal Resilience

Also referred to as Psychological Body Armor, is your ability to bounce back, to pick yourself up and try again and again and again, until you either succeed or decide on a more productive direction.



Personal Resilience-Definition

The ability of an individual, group, organization, or community to rapidly and effectively rebound from stress arousal causing incidents. They function acceptably during the incident, and they immediately return to adaptive function as the incident draws to a close without developing a full stress response.



Five Factors of Personal Resilience

1. Active Optimism
2. Decisive Action
3. Moral Compass
4. Relentless Tenacity, Determination
5. Interpersonal support
6. And one Personal Freebie...

Active Optimism

and the self-fulfilling prophecy

The tendency to take the most positive or hopeful view of matters.

Two types of optimism

- Passive
- Active
 - Belief that you can change things for the better
 - Opportunity in adversity
 - Failure as a gift

Self-fulfilling prophecy

- Most powerful source of active optimism is success itself
- If you believe you will succeed, your chance of success increases
- Belief can actually influence your body's physiology.

DO YOUR WORK!

Write down one thing you
can do to practice **ACTIVE**
OPTIMISM starting
tomorrow...

And stick it to your
bathroom mirror.

Decisive Action

and Taking Personal Responsibility

Decisiveness mitigates Adversity

Decisiveness helps you rebound from Adversity

Decisiveness promotes growth in the wake of Adversity

The Halo Effect

Taking responsibility Empowers You

DO YOUR WORK!

Write down one thing you
can do to practice

DECISIVE ACTION
starting tomorrow...

And stick it to your bedroom
door.

The Moral Compass

Making Difficult Decisions Easier

Honesty

Integrity

Fidelity

Ethical Behavior

DO YOUR WORK!

Write down one thing you can do
to practice following a **MORAL
COMPASS** starting
tomorrow...

And stick it to your closet door.

Relentless Tenacity

Try, Try Again

Tenacious Defiance

The JOURNEY vs the outcome

When to move on

DO YOUR WORK!

Write down one thing you can
do to practice

RELENTLESS

TENACITY starting
tomorrow...

And stick it to your
refridgerator.

Social Support

Gaining Strength from Others

The power of interpersonal support

A Helping hand at a needed time

Foundations of cooperation and support

Avoid toxic people

DO YOUR WORK!

Write down one thing you can
do to build **SOCIAL**
SUPPORT starting
tomorrow...

And stick it to your coffee
machine.

GRATITUDE -the sixth of five factors

Actively and consistently focusing on gratitude in daily life.

Learning to practice gratitude will actually build new neuropathways in your brain – making you more resilient.

How do you learn it?

Your Personal RESILIENCE Plan

Active
Optimism

Social
Support

Moral
Compass

Relentless
Tenacity

Decisive
Action

Gratitude

Q&A



Chaplain William “Bill” Lotz
William.Lotz@ChapServ.Net
www.ChapServ.Net
509.438.4440